



To: Chair & Members of the Growth  
Scrutiny Committee

The Arc  
High Street  
Clowne  
S43 4JY

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Tuesday, 18 February 2020

Dear Councillor

**GROWTH SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Growth Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Wednesday, 26th February, 2020 at 10:00 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on pages 2 and 3.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steenberg".

Joint Head of Corporate Governance & Monitoring Officer

The logo for Bolsover District Council, featuring the word "Bolsover" in a large, black, serif font, with "District Council" in a smaller, black, sans-serif font below it. A black swoosh underline is positioned beneath the text.

**We speak your language**

Polish **Mówimy Twoim językiem**

Slovak **Rozprávame Vaším jazykom**

Chinese **我们会说你的语言**

**If you require this agenda in large print  
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

# GROWTH SCRUTINY COMMITTEE AGENDA

Wednesday, 26th February, 2020 Wednesday, 26 February 2020 at 10:00 hours in the  
Council Chamber, The Arc, Clowne

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
1.	<b>Apologies For Absence</b>	
2.	<b>Urgent Items of Business</b>  To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	<b>Declarations of Interest</b>  Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:  a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	<b>Minutes</b>  To consider the minutes of the last meeting held on 22 <sup>nd</sup> January 2020.	4 - 7
5.	<b>List of Key Decisions and items to be considered in private</b>  <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information). <b>NB:</b> If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only.</i>	8 - 14
6.	<b>Corporate Plan Targets Performance Update - October 2019 - December 2019. (Quarter 3 - 2019/20)</b>	15 - 21
7.	<b>Development of new Performance Framework to support the vision for 2019 to 2023.</b>	22 - 49
8.	<b>Work Programme 2019/2020</b>	50 - 55

**9. Exclusion of the Public**

To move:-

“That the public be excluded from the meeting during the discussion of the following items of business to avoid the disclosure to them of exempt information as defined in Paragraph 3, Part I of Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006)”.

**PART 2 - EXEMPT ITEMS**

**10. Bolsover Homes.**

**Verbal  
Update**

**PART B - INFORMAL**

The formal meeting of the Growth Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.

**11. Review Work - Interim Report/Recommendations.**

## GROWTH SCRUTINY COMMITTEE

0 Minutes of an extraordinary meeting of the Growth Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Wednesday 22<sup>nd</sup> January 2020 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor Jenny Wilson in the Chair

Councillors Derek Adams, Jim Clifton, Tricia Clough, Tom Kirkham and Tom Munro.

Officers:- Sam Bentley (Environmental Health Manager), Karl Apps (Joint Housing Strategy & Growth Manager, Tom Evans (Joint Empty Properties Officer), Chris Fridlington (Assistant Director – Development), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

Also in attendance at the meeting was Ty Platten, Chief Executive Officer, Action Housing & Support Ltd. and Gemma Lane, Sustainable Tenancies Development Manager.

### **0573. APOLOGIES**

There were no apologies for absence.

### **0574. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0575. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **0576. MINUTES – 20<sup>th</sup> NOVEMBER 2019**

Moved by Councillor Tom Munro and seconded by Councillor Tricia Clough  
**RESOLVED** that the Minutes of a Growth Scrutiny Committee held on 20<sup>th</sup> November 2019 be approved as a correct record.

### **0577. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Moved by Councillor Tom Munro and seconded by Councillor David Dixon  
**RESOLVED** that the List of Key Decisions and items to be considered in private document be noted.

## **GROWTH SCRUTINY COMMITTEE**

### **0578. PRIVATE RENTED SECTOR HOUSING – REVIEW OF BDC ROLE AND RESPONSIBILITIES AND PARTNERSHIP WORKING**

The Joint Housing Strategy & Growth Manager provided an explanation of the Council's role and responsibilities with regard to private rented sector housing in Bolsover District.

The private rented sector across the District was predominantly non-professional, i.e., there were a lot of landlords that owned a small number of properties. A lot of these landlords were 'accidental landlords', for example, an inherited property where a relative had died, or couples where one had moved into the other's property and rented out the existing property. In some cases, if the property was not the sole source of income for the owner, it didn't always get the owners full attention. Likewise, a large number of private landlords lived far away from their properties and this could also be challenging for the Council.

These challenges, however, provided opportunity for the Council to work closely with landlords in a coordinated approach. The Council held landlord forums each year and the Joint Empty Properties Officer, officers from Environmental Health, the Homeless Service, Call B4 You Serve and DASH (Decent and Safer Homes) attended to provide landlords and management agencies with updates on legislative issues, make referrals and to encourage landlords to register with DASH as an accredited landlord. ('Call B4 You Serve', was a free of charge specialist service for landlords who were having difficulties with their tenancies and were considering serving notice on a tenant - officers could act as mediator between the tenant and the landlord to try and keep the tenant in the property).

It was confirmed that the Council did not hold data on how many private and professional landlords there were in the District. However, the Council did hold record of empty properties in the District and many of these were owned by private landlords.

A Member noted that there was a requirement in Scotland for all private landlords to be registered and she felt that the Council should consider introducing something similar for the District. The Joint Housing Strategy & Growth Manager explained that there was no requirement in England for landlords to be registered, though, the 2004 Housing Act did give local authorities the right to impose a licensing system on private landlords in England within their boundaries known as 'selective licensing'. The administration system for this was onerous for councils and did not necessarily provide the outcomes desired. The Environmental Health Manager agreed with this and explained that selective licensing was for areas considered particularly problematic and this was more likely to relate to city council areas.

In response to Members' queries, the Joint Housing Strategy & Growth Manager explained that Environmental Health had powers to take action on private landlords where tenants were not living in satisfactory conditions. The Homeless Service made the Council aware of landlords who were acting inappropriately and could challenge an eviction notice on a private tenant's behalf. The Council worked closely with the Law Centre and could provide a private tenant's case for them. A check could be carried out as deposits/bonds paid by tenants were required by a private landlord to be put into a government-backed tenancy deposit scheme (TDP) of which there were 3 of these organisations in England. In all known cases, officers would try and work with landlords to get them through the accredited landlord scheme, however, there would always be unknown cases and this was one reason why the Council's services were promoted. He added that due to cuts in adult social care, more and more pressure was being put on the Council's housing stock, so the

## **GROWTH SCRUTINY COMMITTEE**

more-challenging cases, which were previously picked up by other agencies, were now being picked up by registered providers including the Council.

The Environmental Health Manager felt that there were a lot of good private landlords in the District who had an important role to play. Some landlords had also experienced bad tenants and some landlords were proactive to this which helped the Council enormously.

The above work had lead the Council to talk to registered social housing providers with a view to them taking on empty properties in the District, convert wherever necessary and let them out as social housing to help meet demand. Action Housing was a social housing provider that had responded to this and now worked closely with the Council. This partnership had been recognised at the NT Homes Network where the Council and Action Housing had received an award for innovation and partnership. Furthermore, the Station Hotel at Creswell, which had been redeveloped into apartments by Action Housing in partnership with the Council, had been part of a BBC TV documentary reporting on empty properties in England.

### Action Housing

The Chair introduced Ty Platten, Chief Executive Officer of Action Housing and Support Ltd. and Gemma Lane, Sustainable Tenancies Development Manager to the meeting. Copies of Action Housing's policies and processes were included in the agenda for Member's information.

Ty Platten explained that Action Housing was a charity and had been for 40 years; it was a registered social housing provider dedicated to providing high quality accommodation to people at the lower end of the social economic scale and also for others, under supported tenancy projects, who had previously struggled with their responsibilities or who had faced hardships, to re-establish themselves in a home and to maintain their tenancy, reconnect with their community and hopefully get back into work.

In conjunction with the Council and Homes England, Action Housing identified and renovated empty properties in the District into apartments or houses and let them to tenants as described above. These properties were renovated to a high quality and were designed to eliminate utility poverty.

Currently, Action Housing was working with the Council to establish in Bolsover a 'sustainable tenancy project'. This project was for people who from their own behaviour, (for example, substance misuse or alcohol addiction), or a landlord's behaviour, had fallen through the security net. Action Housing Tenancy Support Officers and Housing Benefits worked with these tenants over a two year period under intensive housing management legislation to help them re-establish themselves, to maintain a home and to reconnect with GPs, job centres etc.

This project had a good success rate for Action Housing in other areas and was underpinned with Action Housing's 'Lifewise' training programme where tenants were taught lifestyle skills like cooking, interaction with hospitals and other services and to get support, also to get good credit and to be proactive members of society again.

A Member queried Action Housing's eviction policy and if their timeframe for an eviction was similar to the Council's. Gemma Lane explained that each local authority would have their own policies and procedures for evictions, however, the process would be similar to

## **GROWTH SCRUTINY COMMITTEE**

Action Housing's in that there would be a number of warnings to a tenant before an eviction process was started. Local authorities could only offer assured long term tenancies whereas Action Housing offered assured short hold tenancies and this made it easier to evict someone if issues arose.

Ty Platten added that the idea of Action Housing was to get a tenant to understand their responsibilities so they maintained the property they were in. Action Housing had strict screening processes for their tenants albeit, on occasion, someone would slip through the net and become a problem. Tenancy Support Officers regularly visited Action Housing's tenants and acted very quickly to address these types of situations.

In response to a Member's query, Ty Platten explained that ex-service people had access to Action Housing. He added that various parts of Action Housing were currently being restructured and armed forces veterans would be looked at in the near future.

The Chair thanked Ty Platten and Gemma Lane for their presentation and attending the meeting.

Ty Platten, Gemma Lane, the Environmental Health Manager, the Joint Housing Strategy & Growth Manager, and the Joint Empty Properties Officer left the meeting.

The Scrutiny Officer advised the meeting that information which had arisen out of Action Housing's presentation with regard to anti-social behaviour and some theft would be passed on to the Healthy Safe Clean & Green Communities Scrutiny Committee to be raised as part of their annual review of the Community Safety Partnership.

The Assistant Director – Development proposed to write a comparator report which would include Members' comments and concerns raised at this meeting. He would also carry out investigation into other local authorities to see how they dealt with private landlords especially with regard to 'selective licensing'.

The Scrutiny Officer would compare the Council's tenancy policy to that of Action Housing's and formulate a list of follow on questions to include the following;

- how frequently do Action Housing have their own officers carrying out regular sites visits in the District?
- how do Action Housing gather information when they carry out their site visits - Is it from neighbours and what can and can't they ask?
- tenant responsibilities – what is the requirement on them to be honest if there is a change in their circumstances, for example, if a partner of a tenant moves into a property and also do Action Housing carry out any additional vetting?

Moved by Councillor Tom Munro and seconded by Councillor Jenny Wilson  
**RESOLVED** that the Work Programme 2019/20 be noted.

### **0579. SCRUTINY COMMITTEE WORK PROGRAMME 2019/20**

Committee considered their work programme 2019/20.

The meeting concluded at 1115 hours.



The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

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## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 7th February 2020**



## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Joint Head of Service for Corporate Governance, Solicitor to the Council & Monitoring Officer at this address or by email to [sarah.sternberg@bolsover.gov.uk](mailto:sarah.sternberg@bolsover.gov.uk). The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk).

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

6 Members of Executive are as follows:

Councillor Steve Fritchley - Leader and Portfolio Holder - Policy, Strategy, Resources and Media  
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder - Corporate Governance  
Councillor Mary Dooley - Portfolio Holder - Partnerships and Transformation  
Councillor Clive Moesby - Portfolio Holder - Finance and Resources  
Councillor Sandra Peake Portfolio Holder - Housing and Community Safety  
Councillor Nick Clarke - Portfolio Holder - Environmental Impact  
Councillor Deborah Watson - Portfolio Holder – Street Scene and Environmental Health  
Councillor Liz Smyth - Portfolio Holder – Economic Development

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Joint Head of Corporate Governance & Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

10 In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

**The dates for meetings of Executive for 2019/20 are as follows:**

Monday 10th February 2020  
Monday 24th February 2020  
Monday 9th March 2020  
Monday 30th March 2020  
Monday 27th April 2020  
Tuesday 26th May 2020

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<b>Disposal of a parcel of land off St Martin's Walk at Hodthorpe</b>	Executive	10 Feb 2020	Report of the Portfolio Holder – Economic Development	Director of Development	Key  It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Fully exempt  Information relating to the financial or business affairs of any particular person (including the authority holding that information)
<b>Safe and Warm Scheme - Pattison Street, Shuttlewood</b>  11	Executive	24 Feb 2020	Report of the Portfolio Holder - Housing & Community Safety	Director of Development	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Fully exempt  Information relating to the financial or business affairs of any particular person (including the authority holding that information)
<b>Central Heating Upgrade, Bramley Vale and other sites within the District</b>	Executive	24 Feb 2020	Report of the Portfolio Holder - Housing & Community Safety	Director of Development	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Fully exempt  Information relating to the financial or business affairs of any particular person (including the authority holding that information)
<b>Appointment of a contractor to the 4 year New Build framework - Bolsover Homes</b>	Executive	9 Mar 2020	Report of the Portfolio Holder - Housing &		Key  It is likely to result in the Council making	Fully exempt  Information relating to the financial or

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
			Community Safety		revenue savings or incurring Revenue expenditure of £75,000 or more.	business affairs of any particular person (including the authority holding that information)
12 <b>Contact Centre Staffing</b>	Executive	9 Mar 2020	Report of the Portfolio Holder – Corporate Governance	Joint Head of Partnerships and Transformation	Non-Key	Fully exempt  Information relating to any individual. Information which is likely to reveal the identity of an individual. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under the authority.
<b>Provision of Flat Roofing Repairs or Replacement for Bolsover District Council Housing Repairs Section</b>	Executive	9 Mar 2020	Report of the Portfolio Holder – Housing & Community Safety	Director of Development	Key  It is likely to result in the Council making capital savings or	

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
					incurring capital expenditure of £150,000 or more.	
<b>LED Lighting Upgrade to The Arc</b>	Executive	9 Mar 2020	Report of the Portfolio Holder - Economic Development	Director of Development	Non-Key	Fully exempt  Information relating to the financial or business affairs of any particular person (including the authority holding that information)

**SCHEDULE 12A**  
**ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1**  
**DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
  2. Information which is likely to reveal the identity of an individual.
  3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
  4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
  5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
  - 14 6. Information which reveals that the authority proposes –
    - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
    - (b) To make an order or direction under any enactment.
  7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.
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**Bolsover District Council**

**Growth Scrutiny Committee**

**26<sup>th</sup> February 2020**

<p><b>Corporate Plan Targets Performance Update – October to December 2020</b> <b>(Q3 – 2019/20)</b></p>
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**Report of the Information, Engagement & Performance Manager**

This report is public

**Purpose of the Report**

- To report the quarter 3 outturns for the Corporate Plan 2019-2020 targets.

**1 Report Details**

1.1 The attached contains the performance outturn for targets which sit under the 'unlocking our growth potential' aim as of 31<sup>st</sup> December 2019 (Information compiled on 29th January 2019)

1.2 A summary is provided below:

**1.3 Unlocking our Growth Potential**

- 7 targets in total
- 5 targets on track
- 1 target has been achieved this quarter
  - **G 05** - *Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 40 sustainable jobs in the combined programme area by December 2020.* The programme closed nationally to new applications on 30th September 2019 and no further applications will be considered. Due to several individual projects cost savings, the amount contracted/claimed by the 37 approved projects totals £1,233,675.63 from an original award of £1,248,695.88. 68.82 jobs created.
- 1 target on Alert i.e. they may not achieve their intended outcomes
  - **G 11** - *Through a programme of targeted refurbishment bring 10 empty private sector properties back into use per annum.* To date no properties brought back into use. 7 properties are in the process of being brought back into use. Once these have been completed, this should create 12 units of accommodation. See appendix for further information.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 Out of the 7 targets, 5 (71%) are on track, 1 (14%) on alert and 1 (14%) achieved.
- 2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

## **3 Consultation and Equality Impact**

- 3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

## **4 Alternative Options and Reasons for Rejection**

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets.

## **5 Implications**

### **5.1 Finance and Risk Implications**

No finance or risk implications within this performance report.

### **5.2 Legal Implications including Data Protection**

No legal implications within this performance report.

### **5.3 Human Resources Implications**

No human resource implications within this performance report.

## **6 Recommendations**

- 6.1 That progress against the Corporate Plan 2019-2020 targets be noted.

## **7 Decision Information**

<b>Is the decision a Key Decision?</b> A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC:</i> <i>Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC:</i> <i>Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No






<b>Has the relevant Portfolio Holder been informed</b>	Yes
<b>District Wards Affected</b>	Not applicable
<b>Links to Corporate Plan priorities or Policy Framework</b>	Links to all Corporate Plan 2019-2020 aims and priorities

## 8 Document Information

<b>Appendix No</b>	<b>Title</b>
1.	Corporate Plan Performance Update – Q3 October to December 2019
<b>Background Papers</b>	
All details on PERFORM system	
<b>Report Author</b>	<b>Contact Number</b>
Kath Drury, Information, Engagement and Performance Manager	01246 242280




**Bolsover District Council**  
**Corporate Plan Targets Update – Q3 – October to December 2020**

**Status key**

<b>Target Status</b>	Usage
 Achieved	The target has been successfully completed within the target date.
 On Track	The target is progressing well against the intended outcomes and intended date.
 Alert	The target is six months off the intended completion date and the required outcome may not be achieved.

**Aim – Unlocking our Growth Potential**

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<b>Key Corporate Target</b>	<b>Directorate</b>	<b>Status</b>		<b>Progress</b>	<b>Target Date</b>
G 01 - Through the use of Key Account Management develop a relationship with a minimum of 25 local businesses by March 2019.	Place	On Track		Q3 - 6 businesses engaged with this quarter. To date 30 businesses engaged with the Team. A number of successful applicants from the first round of the Bolsover Business Growth Fund have come forward with new potential projects for Round 2, and this has led to new engagement.	Mar-20
G 05 - Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 40 sustainable jobs in the combined programme area by December 2020.	Place	Achieved		Q3: The programme closed nationally to new applications on 30th September 2019 and no further applications will be considered. Due to several individual projects cost savings, the amount contracted/claimed by the 37 approved projects totals £1,233,675.63 from an original award of £1,248,695.88. Within the quarter support has been given to promoting other RDPE funds now available but managed centrally by the RPA and D2N2 and monitoring is ongoing. 68.82 jobs created.	Dec-20
G 08 - Process all major planning applications 10% better than the	Place	On Track		Q3: 100% - 8 out of 8 majors determined within 13 weeks or agreed extension of time.	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
minimum for special measures per annum.					
G 10 - Enable the development of at least 272 new residential properties within the district by March 2020	Place	Awaiting data		Q3 - The final total of completions will not be known until after the end of the financial year 2019/20 but we are on track to meet the target of 272.	Mar-20
G 11 - Through a programme of targeted refurbishment bring 10 empty private sector properties back into use per annum.	Place	Alert		<p>Q3 - Although no properties have been brought back into use to date in this year - there are currently 9 properties that are in the process of being brought back into use. All of these properties are in a poor condition and therefore require major works to be carried out, which is why they are all ongoing. Once completed these buildings will provide 16 units of accommodation - 7 of which will be for affordable housing.</p> <p>Action Housing are in the process of refurbishing an empty building in Whitwell which will be converted into 5 apartments. They are also progressing with the refurbishment of a long term empty property in Carr Vale which will be converted into 2 apartments. Both properties have been the source of numerous complaints from local residents and therefore returning them back into use will have a positive impact on the community and will provide much needed affordable housing.</p> <p>The 'Sustainable Tenancy Project' which is a leasing scheme co-ordinated by Action Housing is due to be rolled out in the District within the next 6 months. This scheme is designed to help individuals who need low level support to sustain their tenancy. A number of landlords and owners of empty properties have shown an interest in this scheme previously and therefore this will provide another option for</p>	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
				<p>owners who want to bring their property back into use. It will also provide much needed supported housing in the District.</p> <p>The empty property officer and environmental health are in the process of carrying out 2 enforced sales within the District. The properties are located in Langwith and Shirebrook. Numerous complaints have been received regarding both properties due to their poor condition and the impact they are having on the local community. It is expected that the sale of these properties will be completed within the next 6 months and the Council will publicise this to deter other owners from leaving their properties empty.</p> <p>A property in Carr Vale - which the Council assisted the owner to sell - is currently being refurbished by the new owner. The property will be rented out once up to standard and it is expected that the property will be completed within the next 6 months.</p> <p>The empty property officer along with environmental health have been supporting the owners of an empty property in Bolsover, which they have moved from due to it being unfit for habitation. Work has been carried out to tidy both gardens and officers have assisted the owners to retrieve items of sentimental value from the property. Although the owners have engaged it is clear that without enforcement action being taken - they will not dispose of the property and it will continue to lie empty. The property has attracted numerous complaints from local residents and the Planning Enforcement team are taking action due to its appearance. A valuation of the property has been carried out and the</p>	

Key Corporate Target	Directorate	Status		Progress	Target Date
				<p>corporate enforcement group is due to meet to assess whether a Compulsory Purchase Order can be made. This decision will be made within the next month.</p> <p>A further property has been referred to the energy provider that the Council has made links with and the owner is being supported with bringing their property back into use. The property is located in Palterton and has attracted numerous complaints from local residents. The Council are also in the process of clearing the garden to improve the property's overall appearance.</p>	
G 13 - Work with partners to deliver an average of 20 units of affordable homes each year.	Place	On Track		Q.3. - The total for the year is calculated after the end of the financial year. There are currently in excess of 20 affordable housing units under construction so we are confident that the target will be met.	Mar-20
G17 - Procure new partner for building next generation of council housing by 2020	Place	On Track		Q3 - The tender exercise has been undertaken evaluated internally for quality and the financial information received externally verified. This report is going to executive in late February	Mar-20

## BDC Performance Framework Scrutiny Workshops

<b>Purpose</b>	To engage with Members to give an opportunity to review the draft performance framework to support delivery of the Council vision for 2020-2024.
<b>Dates</b>	03/02/20 – Customer Service & Transformation Scrutiny Committee 07/02/20 – Healthier, Safer, Cleaner, Greener Communities Scrutiny Committee 26/02/20 – Growth Scrutiny Committee
<b>Facilitators</b>	Karen Hanson – Joint Strategic Director, Place Kath Drury – Information, Engagement & Performance Manager Amar Bashir – Improvement Officer Jo Wilson – Scrutiny and Elections Officer
<b>Documentation pack</b>	<ol style="list-style-type: none"> <li>1. Council vision/ambition statement</li> <li>2. Draft supporting council plan performance framework for 2020 – 2024</li> <li>3. Original corporate plan targets for 2015 -2019</li> <li>4. Delivery statement for the above (what we achieved)</li> <li>5. Status key for monitoring targets and indicators from 01/04/20</li> <li>6. Service indicator report extracts (current service indicators outturns at 31/12/19 reported under new aims to show Members what additional information they will be receiving from 01/04/20)</li> </ol> <p><b>Please read this documentation before the workshop</b></p>
<b>Format</b>	<p>At each workshop the committee will be split into 2 or 3 groups (depending on numbers) and the following discussions supported by the facilitator will be held:</p> <ol style="list-style-type: none"> <li>1. Any comments on the aims?</li> <li>2. Any comments on the priorities which sit under each aim? Anything missing?</li> <li>3. Any comments on the draft targets which sit under each aim? Anything missing? Any suggested amendments?</li> <li>4. <u>Prioritisation exercise</u> – spending 15 minutes on each aim which targets are the key ones? Ideally we would like to have around 10 targets per aim. Others can be monitored as service targets.</li> </ol> <p>The facilitator will take notes and these will be summarised for each committee.</p>
<b>Contact</b>	If you have any questions before the workshop please contact any of the facilitators.

## Together let's deliver Bolsover District's ambitious future

In a speech earlier this year I said "I am not a big believer in setting strict and time-limited targets that restrict what we can do as a Council. We have to be more flexible and adaptable in our approach and not be limited by far-off targets". I have also said "I want staff to be set free to approach some of our functions and projects in an imaginative and creative way".

For this reason, we are not creating the normal Council or Corporate Plan for 2020-2024 but a series of ambitions for the next four years. This will be supported by annual reports of what we have achieved and what we would aim to do in the forthcoming year.

That's why this ambition is flexible and adaptable. It has the scope for new projects to be delivered whilst having the preparedness to address uncertainties such as reductions in funding and income we receive, changes in legislation that affect our services or influences that affect our local communities and their way of life.

However, Bolsover District Council is a publicly funded bureaucracy and the projects we implement to help us achieve this ambition must and will be subject to revision, scrutiny and audit as we continue to respond to the changing needs of our district.

The first change came in May 2019, at the local elections. This marked a significant political change for the Council meaning there is a much more diverse skill set, with councillors from a variety of backgrounds, both professionally and personally.

I have also said "*we must strive to be masters of our own destiny*". To do this we need to invest. Invest in our staff, invest in our services and invest in our district so we can make a real difference in Bolsover District for all our communities.

So, what is our ambition?

***To become a dynamic, self-sufficient and flexible Council that delivers excellent services, whilst adapting to local aspirations and acting as the economic and environmental driver for Bolsover District.***

To do this we need to change. Change the way we operate. Challenge what has always been the norm. Be more flexible. Be bold in our decision-making. Provide services that not only meet but exceed the expectations of our residents'.

The following are just some areas we will be focusing on up to 2024 to help us achieve this ambition.

- We need to deliver the services we say we will and not hide behind red-tape or legislation. By acting, and acting fast to deal with problems we will save both time and money and deliver good quality services.
- Our Transformation Programme is looking at how we provide these services and can they be better managed which will generate efficiencies both in terms

of money and service provision that can then be redeployed into providing better services to our communities.

- We have created a dedicated team of officers whose main aim is income generation. This aim will be a clear direction and be unfettered by other demands on their time and purpose. A directorate wholly employed by Bolsover District Council to develop an investment strategy that includes asset creation with a continuous revenue income. Rental income directly from residential and commercial property, indirectly through asset conversion sales etc, delivered either directly or indirectly through joint venture companies. This will, if successful, help secure the authority's future and protect staff from the vagaries of economic fluctuation and government diktat.
- We need to become more business-friendly. Support development opportunities that will help provide new jobs and increase the wealth of our local communities. To do this, we need to get into a business mind-set and have a positive approach that Bolsover District is the best place for available land, is the best place for the skills business need and is the best place for businesses to be based.
- We have some of the best tourist attractions in the country and we will be focusing on increasing the number of visitors who come to Bolsover District. This will be through closer working with the attractions, helping to promote what we have on offer by producing various publications and by working with town centre businesses to improve the offer to tourists, visitors and our residents.
- I am a great believer in diversifying our services and working collaboratively for the benefit of residents and therefore want to build upon our excellent partnership working to date and enhance the offer to wider sectors and organisations
- We need to protect the quality of life for residents and businesses across Bolsover District from the environmental challenges that we currently face, including, but not limited to the effects of climate change.

To do all this we need to be approachable, innovative and be able to deliver what we say we will for the benefit of our residents', businesses and partners. I believe that investing in our staff, our services and our communities, we can build a bright future for Bolsover District.

Steve Fritchley

Council Leader



## Bolsover District Council Plan 2020-2024

<b>Our Vision</b>
To become a dynamic, self-sufficient and flexible Council that delivers excellent services, whilst adapting to local aspirations and acting as the economic and environmental driver for Bolsover District.
<b>Our Aims</b>
<p>We will focus on:</p> <ul style="list-style-type: none"> <li>○ Our <b>Customers</b> by providing excellent services</li> <li>○ Our <b>Economy</b> by driving growth, promoting the District and being business friendly</li> <li>○ Our <b>Environment</b> by protecting the quality of life for residents and businesses and meeting environmental challenges</li> </ul>
<b>Our Values</b>
<p>We:</p> <ul style="list-style-type: none"> <li>○ Will show respect, honesty and openness in everything we do</li> <li>○ Will challenge ourselves and change for the better</li> <li>○ Are proud and passionate about what we do</li> <li>○ Will work with partners to provide quality services.</li> </ul>

**Note:** The Performance Team have reviewed the suggested targets and noted where they consider that the target is more a service level target than a corporate target.

- A **corporate target** is a high level target of strategic/organisational importance and critical for achieving the Council's ambition.
- A **service target** is an operational target which supports the achievement of the corporate targets.

All targets should be **Specific, Measurable, Achievable, Relevant, Time-bound**

## Aim - Customers

### Our Priorities

We are committed to:

- Increasing customer satisfaction with our services
- Improving customer contact and access to information
- Actively engaging with partners to benefit our customers
- Promoting equality and diversity and supporting vulnerable and disadvantaged people
- Providing good quality council housing where people choose to live
- Improving health and wellbeing and increasing participation in sport and leisure activities
- Transforming services through the use of technology

To deliver these priorities we will:

1. Prepare a Customer Satisfaction Survey for members of the public attending Planning Committee for implementation by May 2020 (RP) *Service target*
2. Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centre. (MB) *Service target*
3. Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.(MB) *Service target*
4. Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022. (MB)
5. Ensure that at least 50% of transactions are made through digital channels by Dec 2024 (MB)
6. Establish Service targets for first contact resolution and quality monitoring for all Contact Centre access channels (Telephony/Webchat/Email/Face to Face) by 31/03/21 and monitor thereafter. (MB) *Service target*
7. Provide an electronic Single Person Discount form for Council Tax by XX (date to be provided by TF) *Service target*
8. Provide an electronic Discretionary Housing Payment (DHP) form by December 2020. (TF) *Service target*
9. Process all new Housing Benefit and Council Tax Support claims within an average of 20 days. (TF) *Service target*
10. Process changes to Housing Benefit and Council Tax Support within an average of 14 days. (TF) *Service target*
11. Implement an agile working programme within Environmental Health to increase efficiency and effectiveness by 31<sup>st</sup> March 2021. (KE)

12. Develop mobile working and other digital solutions to enable new ways of working by 31<sup>st</sup> March 2021. (KE)
13. Develop fully integrated end-to-end online application processes for Environmental Health and Licensing enquiries and applications (including online payments) by 31<sup>st</sup> March 2022. (KE)
14. To mobile enable 18 field workers by 31/03/2021. (KE) *Service target*
15. Increase online self-service transactions for environmental and licensing services by 20% per year. (KE) *Service target*
16. Monitor performance against the corporate equality objectives and publish information annually (SS)
17. Prevent homelessness for more than 50% of people who are facing homelessness each year (GG)
18. Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter (GG)
19. Reduce the % of current rent arrears against annual rent debit to 5% by March 2021 and maintain thereafter (GG)
20. Reduce the level of former tenants arrears by 5% through early intervention and effective monitoring (GG)

## Aim - Economy

### Our Priorities

We are committed to:

- *Supporting Enterprise: maintaining and growing the business base*
- *Unlocking Development Potential: unlocking the capacity of major employment sites*
- *Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth*
- *Making the best use of our assets*
- *Ensuring financial sustainability and increasing revenue streams*
- *Promoting the District and working with partners to increase tourism*

To deliver these priorities we will: (task based targets need narrative updates / indicators need numerical updates)

1. Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes (RP)
2. Work with partners to deliver an average of 20 units of affordable homes each year. (KA)
3. Working with D2N2 Growth Hub and partners to grow the business base by delivery of business engagement, support and funding programmes by March 2022. (KA)
4. Develop business relationship (CRM) with 50 local businesses each year. (KA) *Service target*
5. Through the Bolsover Business Growth Fund (BGF) support at least 18 businesses to grow by October 2021. (KA) *Service target*
6. Issue 12 `Business Bolsover` e-news bulletins each year. (KA) *Service target*
7. Working with partners to hold three business engagement events each year. (KA) *Service target*
8. Through the Derbyshire Business Rates Retention Pilot grant scheme improve 40 shops fronts in Shirebrook town centre by 2023. (KA)
9. Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023. (KA)
10. Promote Coalite and Clowne Garden Village (and other emerging opportunities) for large-scale property and inward investment enquiries each year. (KA) *Service target*
11. Working with D2N2 and FE/HE partners to facilitate growth of the local skills base by 2023. (KA)
12. Promote use of local labour clause / employment scheme to secure jobs, skills and training opportunities for major commercial and residential developments each year. (KA) *Service target*

13. Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023. (KA)
14. Prepare and adopt a Tourism Strategy by July 2020. (KA)
15. Develop business relationship (CRM) with 12 local visitor economy businesses each year. (KA) *Service target*
16. Each year increase the visitor economy business network (mailing list) by a minimum of 12 businesses and issue 6 visitor economy e-news bulletins. (KA) *Service target*
17. Renew the Tenancy Strategy by May 2021. (KA)
18. Prepare and adopt new Housing Strategy by January 2021. (KA)
19. To add minimum of 5 new names to the register each Custom Self Build year (from November to October) (KA) *Service target*
20. To offer at least 2 pieces of BDC land for sale in each Custom Self Build year (from November to October) (KA) *Service target*
21. Hold an annual Custom and Self Build event to publicise and inform current and prospective custom and self-builders. (KA) *Service target*
22. Identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. (MB)
23. Deliver service reviews of all service areas by Dec 2022 (MB)
24. Optimise business growth (as measured by gross Business Rates) by £2m by March 2023. (TF)
25. Develop business advice on regulatory matters within Environmental Health with free online advice and chargeable consultancy services to assist businesses with compliance by 31<sup>st</sup> March 2021. (KE)
26. (Once 19 established) Increase business advice online service transactions by 10% per year. (KE) *Service target*

## Aim - Environment

### Our Priorities

We are committed to:

- Reducing our carbon footprint and supporting residents and businesses to reduce their footprint
- Increasing recycling
- Ensuring a high standard of environmental maintenance and cleanliness
- Developing attractive neighbourhoods
- Working with partners to reduce crime and anti-social behaviour
- Actively engaging with partners to benefit our communities

To deliver these priorities we will: (task based targets need narrative updates / indicators need numerical updates)

1. Achieve a combined recycling and composting rate of 50% by March 2023. (SB)
2. Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS). (SB) *Service target*
3. Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS). (SB) *Service target*
4. Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported. (SB) *Service target*
5. Undertaking cleansing of all District estate roads at least 4 times per year. (SB) *Service target*
6. Provide 10 waste, recycling and environmental advice to schools and community events per year. (SB) *Service target*
7. Place 2 recycling promotions with In Touch annually. (SB) *Service target*
8. Prepare and adopt a new Empty Property Strategy by January 2021 to support the Council's vision to bring empty properties back into use. (KA)
9. Bring 5 empty properties back into use per year through assistance and enforcement measures. (KA)
10. Hold an annual event for landlords and empty property owners, to help promote a healthy private rented sector. (KA) *Service target*
11. Develop a climate change support and information pack for partners by March 2020 (MB)
12. Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 - 125 tonnes CO2 in 21/22 - 200 tonnes CO2 in 22/23 - 300 tonnes CO2 in 23/24 (MB)
13. Complete an Environmental Health & Enforcement Review by 31<sup>st</sup> March 2020.
14. Develop and progress growth and efficiency proposals in line with the detailed improvement programme developed following the Environmental Health & Enforcement Review by *date to be inserted*. (KE)

15. Maximise opportunity to join-up and co-ordinate enforcement activity across the Council by maintaining monthly cross-service enforcement meetings and contribution to the Corporate Enforcement Group meeting. (KE) *Service target*
16. Co-ordinate and facilitate car parking patrols outside schools within the District, working with Derbyshire County Council, Police and Education partners by 31<sup>st</sup> June 2020. (KE) *Service target*
17. Implement Environmental Health and Licensing service improvement programme by 31/03/2021. (KE) *Service target*
18. Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year. (KE) *Service target*
19. Measure % of all reports of fly-tipping referred for investigation to be responded to within 3 working days (set baseline in 19/20 for 20/21 onwards) and set a baseline for assessment against in 2020/21 and beyond. (KE) *Service target*
20. Measure % of cases of waste crime (Duty of Care and fly-tipping) where sufficient evidence to prosecute has been identified, are progressed to legal services, with a prosecution file, within 60 days (set baseline in 19/20 for 20/21 onwards). *Service target*
21. Resolve successfully 60% of cases following the issuing of a Community Protection Warnings by *date to be inserted*. (GG)





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## Unlocking our Growth Potential

### OUR PRIORITIES We are committed to:

-  **Supporting Enterprise:** maintaining and growing the business base
-  **Unlocking Development Potential:** unlocking the capacity of major employment sites
-  **Enabling Housing Growth:** increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth

**Please see our Growth Strategy at:**  
[www.bolsover.gov.uk/images/G/Growth\\_Strategy.pdf](http://www.bolsover.gov.uk/images/G/Growth_Strategy.pdf)

### TO DELIVER THESE PRIORITIES WE WILL:

-  Through the use of Key Account Management develop a relationship with a minimum of 50 local businesses by March 2019.
-  Establish business support programme by engaging with D2N2 (Local Enterprise Partnership for Derby, Derbyshire, Nottingham and Nottinghamshire) and SCR (Sheffield City Region) Growth Hub by March 2016.
-  Optimise business growth (as measured by gross NNDR) by £2.5m by March 2019.
-  Support 200 young people to raise their aspirations and provide them with relevant employability skills by December 2015.
-  Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 65 sustainable jobs in the combined programme area by December 2020.
-  Undertake statutory public consultation on the Local Plan (Strategic Policies and Site Allocations) in line with the adopted Local Development Scheme timetable by July 2017.
-  Submit Local Plan (Strategic Policies and Site Allocations) for examination by the Planning Inspectorate by November 2017.
-  Process all major planning applications 10% better than the minimum for special measures per annum.
-  Deliver a minimum of 100 new Council properties by March 2019.
-  Enable the development of at least 1,000 new residential properties within the District by March 2019.
-  Through a programme of targeted refurbishment bring 15 empty private sector properties back into use per annum.
-  Achieve an increase of £850,000 in additional New Homes Bonus from the government by March 2019.
-  Work with partners to deliver an average of 20 units of affordable homes each year.
-  Identify with partners key actions and funding mechanisms to bring forward priority employment sites at Markham Vale, Shirebrook and former Coalite site by March 2016.



Providing Our Customers with  
Excellent Service

Supporting Our Communities  
to be Healthier, Safer,  
Cleaner and Greener

Transforming Our  
Organisation



## Providing Our **Customers** with Excellent Service

### **OUR PRIORITIES** We are committed to:

- ✎ Increasing customer confidence and satisfaction with our services
- ✎ Improving customer contact and access to information
- ✎ Promoting equality and diversity
- ✎ Supporting vulnerable and disadvantaged people
- ✎ Providing good quality council housing where people choose to live

### **TO DELIVER THESE PRIORITIES WE WILL:**

- ✎ Retain Customer Service excellence accreditation year on year.
- ✎ Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centre.
- ✎ Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.
- ✎ Promote the Council website and increase (unique) visitor numbers by 7% year on year.
- ✎ Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.
- ✎ Prevent homelessness for more than 50% of people who are facing homelessness each year.
- ✎ Install 150 new lifelines within the community each year.
- ✎ Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.
- ✎ Process changes to Housing Benefit and Council Tax Support within an average of 14 days.
- ✎ Carry out 300 disability adaptations to Council houses each year.
- ✎ Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.
- ✎ Aim for 50% of clients expressing a positive outcome from Domestic Violence Services each year.
- ✎ Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.
- ✎ Carry out 99% of emergency repairs within 6 working hours.
- ✎ Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.
- ✎ Agree a project with Derbyshire County Council and other stock retaining authorities to deliver alarm monitoring to 12,000 people county wide by April 2016.



**Supporting Our Communities**  
to be Healthier, Safer, Cleaner  
and Greener

**Transforming Our Organisation**

**Unlocking our Growth Potential**



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## Supporting Our **Communities** to be Healthier, Safer, Cleaner and Greener

### OUR PRIORITIES We are committed to:

- 📖 Improving health and wellbeing by contributing to the delivery of Healthy Bolsover priorities
- 📖 Increasing participation in sport and leisure activities
- 📖 Working with partners to reduce crime and anti-social behaviour
- 📖 Increasing recycling
- 📖 Ensuring a high standard of environmental maintenance and cleanliness
- 📖 Developing attractive neighbourhoods

### TO DELIVER THESE PRIORITIES WE WILL:

- 👉 Deliver a minimum of 8000 hours of positive activity through community based culture and leisure engagement per year.
- 👉 Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.
- 👉 Deliver a health intervention programme which provides 900 adults per year with a personal exercise plan via the exercise referral scheme.
- 👉 Tackle childhood obesity through the delivery of a child focused health intervention programme to all Key Stage 2 year groups by the end of each academic year.
- 👉 Support 417 inactive 16+ individuals per year increase their activity levels to more than 30 minutes of moderate intensity physical activity per week.
- 👉 Provide signposting and support for people who want to volunteer and recruit 150 new volunteers by February 2016.
- 👉 Assist partners in reducing crime by delivering 12 Crime Cracking events in the community each year.
- 👉 With partners organise 3 community cohesion events each year to bring communities together in identified areas.
- 👉 Achieve a combined recycling and composting rate of 49% by March 2019.
- 👉 Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).
- 👉 Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).
- 👉 Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.
- 👉 Develop an action plan for the improvement of each of the four town centres by March 2019.
- 👉 Submit a detailed scheme for the repair and restoration of New Bolsover Model Village to Heritage Lottery Fund by September 2015.
- 👉 Reduce energy use in sheltered housing schemes by 10% by March 2019.
- 👉 Replace each year 200 gas fired back boilers in our Council houses with more efficient 'A' rated combi boilers.



Transforming Our  
**Organisation**

Unlocking our  
**Growth Potential**

Providing Our **Customers**  
with Excellent Service





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## Transforming Our Organisation

### OUR PRIORITIES

#### We are committed to:

- ☞ Supporting and engaging with our employees
- ☞ Making the best use of our assets
- ☞ Demonstrating good governance
- ☞ Ensuring financial sustainability and increasing revenue streams
- ☞ Transforming services through the use of technology
- ☞ Actively engaging with partners to benefit our communities
- ☞ Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance

### TO DELIVER THESE PRIORITIES WE WILL:

- ☞ Retain accreditation against the Investors in People (IIP) extended framework by July 2015 and full external assessment in 2018.
- ☞ Produce a Strategic Alliance People Strategy and action plan for 2016-2019 by December 2015 with Council specific objectives/ milestones as necessary.
- ☞ Establish interest from the market to work in partnership to develop a delivery method for the development and or refurbishment of key council-owned assets and report findings back to Members by October 2015.
- ☞ Assess the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018.
- ☞ Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016.
- ☞ Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.
- ☞ Produce a Procurement Strategy by March 2016.
- ☞ Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018.
- ☞ Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019.
- ☞ Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.
- ☞ Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.
- ☞ Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2016.
- ☞ Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.
- ☞ Achieve the Member Development Charter by December 2018.



Unlocking our  
**Growth Potential**

Providing Our **Customers**  
with Excellent Service

Supporting Our **Communities**  
to be Healthier, Safer,  
Cleaner and Greener

# What we have achieved so far

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## AT A GLANCE...



ENGAGED WITH  
121 BUSINESSES



SUPPORTED 458  
YOUNG PEOPLE



BOOSTED BUSINESS  
GROWTH BY £4.7M



DELIVERED 70  
AFFORDABLE HOMES

[www.bolsover.gov.uk](http://www.bolsover.gov.uk)



- Engaged with 121 businesses and helped develop their business and growth plans, apply for funding and general business support.
- Created a business support programme through the growth hub to help keep local businesses informed and up to date with any new initiatives and schemes.
- Boosted business growth by £4.7m (Gross business rates).
- 458 young people have been supported to raise their aspirations through gaining new skills, qualifications and employment opportunities.
- Continuing to process major planning applications above the minimum standards set by government.
- Built 76 new Council properties through our B@Home programme.
- We've bought back into use 20 empty private properties which have been converted into multiple dwellings.
- Our pro-active planning approach in dealing with developers has seen growth both in house and commercial property developments across the District.
- We are continuing to work with our partners to deliver affordable homes and have delivered 70 during the past three years.
- Submitted our local plan for examination.
- Through the Bolsover North East Derbyshire LEADER funding supported the creation of 44.5 jobs.
- Achieved additional new homes bonus payments of just under £1 million.



# What we have achieved so far

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## AT A GLANCE...



**PREVENTED 61% OF HOMELESSNESS CASES**



**1047 DISABILITY ADAPTATIONS TO COUNCIL HOMES**

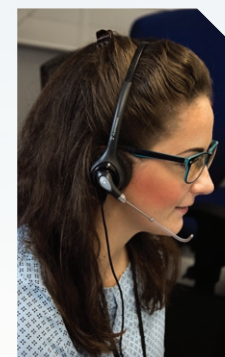


**667 NEW LIFELINES FOR THE VULNERABLE AND ELDERLY**



**93% SATISFIED WITH CONTACT CENTRES**

[www.bolsover.gov.uk](http://www.bolsover.gov.uk)



**CUSTOMER SERVICE EXCELLENCE**



- Retained the governments Customer Service accreditation for the 7th year running.
- We have prevented an average of 61% of homelessness cases for each of the past three years.
- 93.8% of people surveyed (in 2017/18) were satisfied with the services provided by our Contact Centres.
- Held an event to celebrate the centenary of the Votes for Women and supported Junction Arts on the Processions project that saw the creation of a banner as part of the celebrations.
- An average of 349 disability adaptations to council houses have been carried out.
- We take an average of 6.6 days to process changes to Housing Benefit and Council tax Support, well below our standard target of 10 days.
- We have installed on average 222 new lifelines per year over the last three years, giving vulnerable and elderly peace of mind if they need assistance.
- 80% of users surveyed were satisfied with the Go!Active leisure facilities and services.
- We continue to process all new Housing Benefit and Council Tax Support claims within our standard of 20 days.
- Received high levels of satisfaction from clients receiving domestic violence and parenting support.
- Attended 97.8% (2017/18) of repair emergencies (council properties) within 6 hours.

# What we have achieved so far

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## AT A GLANCE...



29,112 HOURS OF LEISURE DELIVERED



1,846 COUNCIL PROPERTY BOILERS UPGRADED



96% OF STREETS MEET CLEANLINESS STANDARD



81 COMMUNITY VOLUNTEERS RECRUITED

[www.bolsover.gov.uk](http://www.bolsover.gov.uk)



- 29,112 hours of leisure activities and cultural engagement have been provided throughout the District, an average of 9,704 hours per year.
- An average of 96.7% of our streets meet the acceptable level of litter cleanliness.
- A £10million scheme to carry out essential repairs and restore original architectural features of the New Bolsover Model Village is nearing completion.
- 1,846 council properties have been upgraded with more efficient 'A' rated combi boilers.
- 36 environmental enforcement events have taken place over the last three years to deal with dog fouling, litter and fly tipping.
- Four frameworks that give ideas to develop our main towns of Bolsover, Clowne Shirebrook and South Normanton (including the surrounding villages and hamlets) have been produced and published on our website.
- 81 volunteers have been recruited from across the District to help within the local community.
- We delivered our Five:60 programme to all key stage 2 pupils within the 28 schools in the Bolsover Schools Sports Partnership to help tackle childhood obesity.
- Exceeded our targets for increasing participation in leisure activities (843,909 attendances over 3 years).
- Provided a personal exercise plan to 3155 clients through our health intervention programme.
- Assisted partners in reducing crime by supporting 47 crime cracking events (over 3 years).
- Brought communities together in Shirebrook and surrounding areas through our Building Resilience programme.
- Achieved a combined recycling and composting rate of 41% (over 3 years).



# What we have achieved so far

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## AT A GLANCE...



**DRAGONFLY SET UP TO REFURBISH COUNCIL BUILDINGS**



**FORMER TENANTS' AREARS REDUCED BY £449,771**



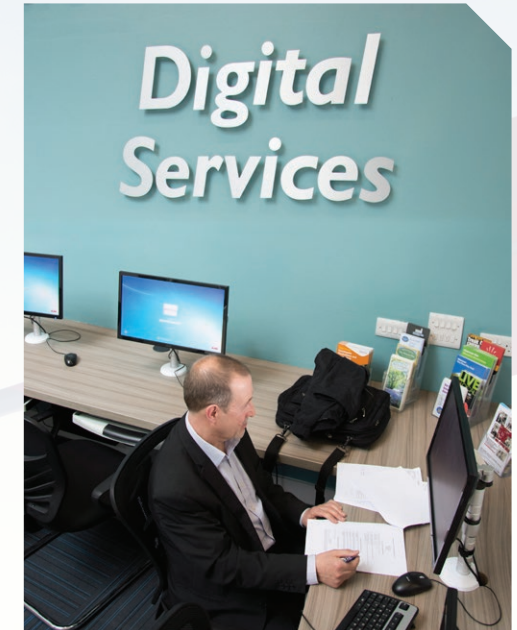
**BUILT AND OPENED GO! ACTIVE LEISURE FACILITY**



**3,707 SELF-SERVICE TRANSACTIONS BY MARCH 2018**



- We have set up a company called Dragonfly to develop and refurbish council owned buildings and assets.
- We built and opened our new Go! Active leisure facility in January 2017 to improve local communities' access to leisure activities and increase income.
- A new Procurement Strategy was approved that provides us with better buying power and realises efficiencies and savings in our services.
- Self-service transactions have increased year-on-year for the last three years and have totalled 3,707.
- The previous transformation strategy has saved £260k



## Digital Services

to date, with more projects currently being implemented to help make council services more efficient and save money.

- Former tenants' arrears have been reduced by £449,771 (up to March 2018).
- By March 2018 rent arrears had been reduced by 10%.
- 14 garage sites owned by the Council have been or are in the process of being developed.

## Bolsover District Council Corporate Plan targets for 2019/20

### Unlocking Our Growth Potential

Description	Owner	Directorate
G 01 - Through the use of Key Account Management develop a relationship with a minimum of <b>25</b> local businesses by March <b>2020</b> .	HoS Economic Development	Place
G 05 - Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of <b>40</b> sustainable jobs in the combined programme area by <b>December 2020</b> .	HoS Partnerships & Transformation	People
G 08 - Process all major planning applications 10% better than the minimum for special measures per annum.	HoS Planning	Place
G 10 - Enable the development of at least <b>272</b> new residential properties within the district by March <b>2020</b> .	HoS Economic Development	Place
G 11 - Through a programme of targeted refurbishment bring <b>10</b> empty private sector properties back into use per annum.	HoS Economic Development	Place
G 13 - Work with partners to deliver an average of 20 units of affordable homes each year.	HoS Economic Development	Place
<b>New - Procure new partner for building next generation of council housing by 2020</b>	HoS Housing & Community Safety	Place

### Providing Our Customers with Excellent Service

Description	Owner	Directorate
C 03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	HoS Partnerships & Transformation	People
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	HoS Housing & Community Safety	Place
C 07 - Install 150 new lifelines within the community each year.	HoS Housing & Community Safety	Place
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	HoS Finance & Resources	People
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	HoS Finance & Resources	People
C 10 - Carry out 300 disability adaptations to Council houses each year.	HoS Housing & Community Safety	Place
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	HoS Housing & Community Safety	Place



Description	Owner	Directorate
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March <b>2020</b> .	HoS Housing & Community Safety	Place
C 14 - Attend 99% of repair emergencies within 6 working hours	HoS Housing & Community Safety	Place
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	HoS Housing & Community Safety	Place
<b>Reworded (C11) – Monitor performance against the corporate equality objectives and publish information annually</b>	HoS Corporate Governance	People

#### **Supporting Our Communities to be Healthier, Safer, Cleaner and Greener**

Description	Owner	Directorate
H 01 – Deliver a programme of positive activity through community based culture and leisure engagement to a minimum of 8000 participants per year.	HoS Partnerships & Transformation	People
H 02 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	HoS Partnerships & Transformation	People
H 03 - Deliver a health intervention programme which provides <b>485</b> adults per year with a personal exercise plan via the exercise referral scheme.	HoS Partnerships & Transformation	People
H 09 - Achieve a combined recycling and composting rate of <b>47%</b> by March 2020.	HoS Streetscene	People
H 10 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	HoS Streetscene	People
H 11 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	HoS Streetscene	People
H 12 - Annually undertake <b>15</b> local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.	HoS Housing & Community Safety	Place

#### **Transforming Our Organisation**

Description	Owner	Directorate
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	HoS Partnerships & Transformation	People

## BDC PERFORM (Performance Management System) Status Key 2020 – 2024

### Applicable to Council and Service Plan Targets

Status	Usage	Who Can Apply
Not Started	The target has yet to be started but is well within the date for completion.	Target owner and lead officers
On Track	The target is progressing well against the intended outcomes and intended date.	Target owner and lead officers
Alert	<ul style="list-style-type: none"> <li>The target is six months off the intended completion date and the required outcome may not be achieved.</li> <li>To flag annual indicators within a council plan period that may not be met.</li> <li>To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).</li> </ul>	Target owner and lead officers Performance Team
Achieved	The target has been successfully completed within the target date. Success to be celebrated.	Target owner and lead officers Confirmed by Performance Team
Extended	The date for completion of this target has been formally extended by a Director and/or Members.	Performance Team
Achieved (behind target)	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.	Target owner and lead officers Confirmed by Performance Team
Overdue	The target has passed its due date for completion. Lead Officers need to give an explanation and seek an extension at the quarterly performance meeting.	Target owner and lead officers Performance Team
Suspended	The target has been temporarily suspended by a Director and/or Members due to an unforeseen issue. Recommendation needs to be made and discussed at a quarterly performance meeting.	Performance Team
Withdrawn	The target has been recommended for withdrawal and discussed at a quarterly performance meeting. Council Plan targets require Member approval to withdraw.	Performance Team
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.	Target owner and lead officers Performance Team

### Applicable to Service Indicators

Status		Usage	Who Can Apply
	Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).	Indicator owner and lead officers
	Within target	The outturn is within 10% of the target set.	Indicator owner and lead officers
	Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).	Indicator owner and lead officers

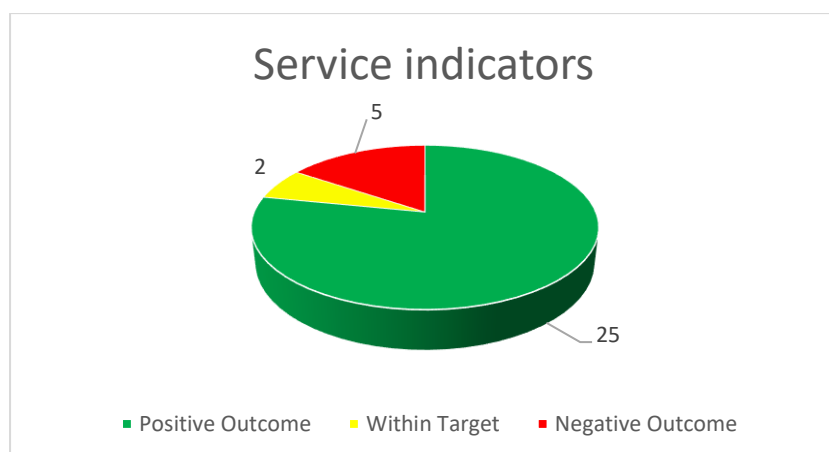
### Applicable to Policies

Status		Usage	Who Can Apply
	Current	Policy is current and up to date	Policy owner / Performance Team
	Due	Policy is within three months of its review date	Policy owner / Performance Team
	Overdue	Policy is now overdue for review	Policy owner / Performance Team

Note: Policy review dates are usually set at three years from approval date

V2 – Updated 02/01/20

## Service Indicators for Q3 by new aims (for illustration purposes)



Target Status	
<span style="color: green;">■</span>	Positive Outcome
<span style="color: yellow;">■</span>	Within Target
<span style="color: red;">■</span>	Negative Outcome

## Aim – Our Customers

### Finance and Resources

Revenues and Benefits	Q3 Target	Q3 Outturn	Status
% Council Tax arrears collected (Quarterly)	30%	30.3%	On / Above Target
% NNDR arrears collected (Quarterly)	40%	61.5%	On / Above Target
% Council Tax Collected (Quarterly)	97.8%	95.40%	Below Target
% Non-domestic Rates Collected (Quarterly)	98.5.%	94.80%	Below Target
Benefit overpayments as a % of benefit awarded (Quarterly)	6%	4.19%	Below Target (Positive)
% Recovery of overpayments within the benefits system (Quarterly)	17%	36.14%	On / Above Target
% Telephone Abandonment: Revenues (Quarterly)	12%	4.9%	Below Target (Positive)
% Calls answered within 20 seconds: Revenues (Quarterly)	70%	75.8%	On/Above Target
% Telephone Abandonment: Benefits (Quarterly)	3%	1.2%	Below Target (Positive)
% Calls answered within 20 seconds: Benefits (Quarterly)	78%	95.3%	On / Above Target

Revenues and Benefits	Q3 Target	Q3 Outturn	Status
Finance	Q3 Target	Q3 Outturn	Status
FIN008 - % Invoices paid within 30 days (Monthly)	95%	100%	On / Above Target

## Exceptions

### % Council Tax Collected (Quarterly)

Quarter	Value	Target		Commentary
Q3	95.40%	97.80%		Issue with bank payments not coming through until January 2020 due to Christmas period. Third quarter is always affected in this way.
Q2	96.10%	97.80%		

### % Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target		Commentary
Q3	94.80%	98.50%		Issue with bank payments not coming through until January 2020 due to Christmas period. Third quarter is always affected in this way.
Q2	98.70%	98.50%		

## Partnerships & Transformation

Customer Services	Q3 Target	Q3 Outturn	Status
CC4 Telephone Abandonment: Contact Centre	10%	2%	Below Target (Positive)
CUS01 % of calls answered within 20 seconds	80	80%	On / Above Target
ICT	Q3 Target	Q3 Outturn	Status
IT 01/11 - Incidents and service requests resolved within target time (Quarterly)	80%	87%	On / Above Target
IT 02/11 - Fix at first point of contact (Quarterly)	40%	54%	On / Above Target

## Corporate Governance

Performance	Q3 Target	Q3 Outturn	Status
CSI 19 % FOI/EIR requests responded to in 20 working days (Quarterly)	95%	100%	On or Above Target
Governance	Q3 Target	Q3 Outturn	Status
CSP 11 % of Telephone calls answered within 20 seconds: Corporate (Quarterly)	93%	98%	On / Above Target
CSP 12 % E-mails acknowledged within 1 working day: Enquiries email address (Quarterly)	100%	100%	On / Above Target
CSP 13 % E-mails replied to within 8 working days: Enquiries email address (Quarterly)	100%	99%	Within Target
CSP 16 % written complaints responded to in 15 working days (Quarterly)	97%	96%	Within Target
CSP 20 % written comments acknowledged within 3 working days (Quarterly)	100%	100%	On / Above Target
CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)	100%	100%	On / Above Target
CSP 22 Number of formal complaints (Stage 2) received (Quarterly)	36	54	Above Target (Negative)
CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	19	7.1	Below Target (Positive)

## Exceptions

### CSP 22 Number of formal complaints (Stage 2) received (Quarterly)

Quarter	Value	Target	Commentary
Q3	54	36	<p>54 complaints were received this quarter.</p> <p>The Ombudsman recognises that a higher number of complaints received can be more indicative of an open and transparent authority whilst a low figure can demonstrate that an authority is not receptive to feedback from its customers.</p> <p>A more meaningful figure is the number of justified complaints (2 this quarter - this is 3.7% of complaints received) where we have needed to apologise, or partially</p>

				justified complaints (these are where something has gone wrong but the customer's behaviour has contributed to the matter or something has gone wrong and the Council has not yet had the opportunity to put it right). There were 3 partially justified complaints this quarter (5.55% of all complaints received).
Q2	56	36		

## Planning

Planning	Q3 Target	Q3 Outturn	Status
PLA 157a Determining "Major" applications within target deadlines (Quarterly)	70%	100%	Above target
PLA 157b Determining "Minor" applications within target deadlines (Quarterly)	80%	100%	Above target
PLA 157c Determining "Other" applications within target deadlines (Quarterly)	80%	100%	Above target
PLA204 Quality of decision making - Appeals (special measures target) Number of appeals on "major" applications overturned on appeal as a proportion of "major" applications determined during the relevant two year period (quarterly).	10%	4%	Below target (Positive)
PLA204A Quality of decision making - Appeals (special measures target) Number of appeals on "non-major" applications overturned on appeal as a proportion of "non-major" applications determined during the relevant two year period (quarterly).	10%	0%	Below target (Positive)

## Environment Health

Environmental Health	Q3 Target	Q3 Outturn	Status
EH 01 - Percentage of noise complaints responded to within 3 working days. (Quarterly)	90%	97%	Above target
EH02 - Percentage of complaints about licensable activities responded to within 3 working days. (Quarterly)	90%	96%	Above target

Environmental Health	Q3 Target	Q3 Outturn	Status
EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)	90%	83%	<div></div> Below target

### Exceptions

EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)

Quarter	Value	Target		Commentary
Q3	83%	90%	<div></div>	January 2020 - Of the 67 enquiries received for BDC area, 56 were responded to within the target time (83%)  Note: Of the 58 enquiries received for NEDDC area, 47 were responded to within the target time (81%)  Overall performance for joint service = 82
Q2	72%	90%	<div></div>	

### Aim – Our Economy

Note: currently no quarterly service indicators

### Aim – Our Environment

#### Environmental Health

Environmental Health	Q3 Target	Q3 Outturn	Status
EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)	100%	86%	<div></div> Below target
EH07 - Percentage of LA-IPPC(A20/LAPPC(Part B) processes inspected in accordance with risk rated inspection programme (Quarterly)	100%	100%	<div></div> Above target



## Exceptions

EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)

Quarter	Value	Target		Commentary
<b>Q3</b>	86%	100%		<p>January 2020 - 38 of the 44 interventions that were programmed in the third quarter were completed. Therefore 86% were achieved.</p> <p>The remaining 6 interventions could not be completed as the premises were temporarily closed or we were unable to gain access. These will now be programmed for completion in quarter 4.</p> <p>There is an improvement in performance this quarter as anticipated. We continue to manage vacancies and aim to achieve the target by the end of the year.</p>
<b>Q2</b>	33%	100%		

## Streetscene

Streetscene	Q3 Target	Q3 Outturn	Status
SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)	95%	<b>100%</b>	On / Above Target
SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)	95%	<b>96%</b>	On / Above Target
SS 03 Undertake Local Environmental Quality Surveys Detritus (Quarterly)	12%	<b>4%</b>	Below target (Positive)
SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)	14%	<b>3%</b>	On/Above Target
SS 05 Amount of residual household waste disposed of by way of landfill (Quarterly)	135kg	<b>130kg</b>	Below target (Positive)

**Bolsover District Council**

**Growth Scrutiny Committee**

**26<sup>th</sup> February 2020**

<b>Scrutiny Committee Work Programme 2019/20</b>
--

**Report of the Scrutiny & Elections Officer**

This report is public

**Purpose of the Report**

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2019/20.

**1 Report Details**

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2019/20 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes will be submitted agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

**2 Conclusions and Reasons for Recommendation**

- 2.1 This report sets the formal Committee Work Programme for 2019/20 and the issues identified for review.
- 2.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Corporate Plan Ambitions.
- 2.3 Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

### **3 Consultation and Equality Impact**

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 There is no option to reject the report as Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

### **5 Implications**

#### **5.1 Finance and Risk Implications**

- 5.1.1 None from this report.

#### **5.2 Legal Implications including Data Protection**

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

#### **5.3 Human Resources Implications**

- 5.3.1 None from this report.

### **6 Recommendations**

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

## 7 Decision Information

<b>Is the decision a Key Decision?</b> A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:  <i>BDC:      Revenue - £75,000    <input type="checkbox"/></i> <i>Capital - £150,000    <input type="checkbox"/></i> <i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000    <input type="checkbox"/></i> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>Has the relevant Portfolio Holder been informed</b>	N/A
<b>District Wards Affected</b>	N/A
<b>Links to Corporate Plan priorities or Policy Framework</b>	All

## 8 Document Information

Appendix No	Title
1.	Work Programme 2019/20
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Previous versions of the Committee Work Programme.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

**Growth Scrutiny Committee**


**Work Programme 2019/20**

**Vision: To enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District**

**Corporate Aim: Unlocking our Growth Potential**

**Formal Items – Report Key**

Performance Review	Policy Development	Policy/Strategy/ Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

 Date of Meeting	Items for Agenda		Lead Officer
12 <sup>th</sup> June 2019	Part A – Formal	• Growth Strategy Update Q3 & Q4 2018/19 and Growth Performance Indicators Q3 & Q4 2018/19	Information, Engagement and Performance Manager
		• Quarter 4 – Performance Update	Information, Engagement and Performance Manager
		• Agreement of Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Scoping of Review Work	Scrutiny & Elections Officer
10 <sup>th</sup> July 2019	Part A – Formal	• Member Briefing on HS2	Joint Strategic Director – Place
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Scoping of Review	Scrutiny & Elections Officer
7 <sup>th</sup> August 2019	Part A – Formal	• Quarter 1 – Performance Update	Information, Engagement and Performance Manager
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Briefing from Economic Development	Scrutiny & Elections Officer
18 <sup>th</sup> September 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of Income Generation – Interim Report	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	• Review Work – Document Review	Scrutiny & Elections Officer
<b>16<sup>th</sup> October 2019</b>	<b>Part A – Formal</b>	• Work Programme 2019/20	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	• Review Work – Briefing from Partnerships Team	Scrutiny & Elections Officer
<b>6<sup>th</sup> November 2019</b>	<b>Part B – Informal</b>	• Review Work – Briefing from LEADER Team	Scrutiny & Elections Officer
<b>20<sup>th</sup> November 2019</b>	<b>Part A – Formal</b>	• Briefing from D2N2 Local Enterprise Partnership	D2N2/ Acting Head of Economic Development/ Joint CEO
		• Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)	Information, Engagement and Performance Manager
		• Growth Report Update – April 2019 to September 2019	Information, Engagement and Performance Manager
		• Development of new performance framework to support the vision for 2019-2023	Information, Engagement and Performance Manager
		• Work Programme 2019/20	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	• Review Work	Scrutiny & Elections Officer
<b>22<sup>nd</sup> January 2020</b>	<b>Part A – Formal</b>	• Private Rented Sector Housing – Review of BDC role and responsibilities and partnership working	Acting Joint Head of Economic Development Joint Empty Properties Officer Action Housing Environmental Health Manager
		• Work Programme 2019/20	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	• Review Work – Interim Report/Recommendations (Provisional – 1 <sup>st</sup> option)	Scrutiny & Elections Officer
<b>26<sup>th</sup> February 2020</b>	<b>Part A – Formal</b>	• Corporate Plan Targets Performance Update – October to December 2019 (Q3 – 2019/20)	Information, Engagement and Performance Manager
		• Development of new performance framework to support the vision for 2019-2023	Joint Strategic Director – Place Information, Engagement and Performance Manager
		• Briefing on Bolsover Homes (Exempt)	Director of Development

Date of Meeting	Items for Agenda		Lead Officer
18 <sup>th</sup> March 2020		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Interim Report/Recommendations	Scrutiny & Elections Officer
	Part A – Formal	• Update on Sustainable Community Strategy 2006-20	Partnership Team
		• Post-Scrutiny Monitoring: Review of Income Generation – Final Report	Scrutiny & Elections Officer
		• Review of Current and Future External Funding – Approval of Final Report	Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
13 <sup>th</sup> May 2020	Part B – Informal	• Review Work	Scrutiny & Elections Officer
	Part A – Formal	• Review work – Executive Response (Provisional)	Chair/Scrutiny & Elections Officer
		• Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)	Information, Engagement and Performance Manager
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer